INTERNET TICKET PROCESSING

ITIC

PRE-NOV. 1 CUTOVER VERSION

3 **ONE CALL** CONCEPTS
Celebrating 30 years of service.
When safety is on the line.

TEXT ONLY VERSION

ITIC **USER MANUAL**

Your comprehensive guide for using ITIC to process Locate Requests on-line.

DIGGERS HOTLINE OF NEBRASKA

Important Note: ITIC is currently available for training purposes only, and will remain so until One Call Concepts, Inc. takes over operations for Diggers Hotline Of Nebraska on November 1st 2012.

Any Locate Requests filed through the training version of ITIC will not be released to the utilities. If you need a locate request filed prior to the cutover on November 1st, call 1-800-331-5666

**DIGGERS HOTLINE
OF
NEBRASKA**

WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See page 03 for details.**

*An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**

Celebrating 30 years of service.
3C **ONE CALL** CONCEPTS
When safety is on the line.

DIGGERS HOTLINE
OF
NEBRASKA

TABLE OF CONTENTS

Celebrating 30 years of service.
30 ONE CALL CONCEPTS
When safety is on the line.

ITIC
INTERNET TICKET PROCESSING

INTRODUCING ITIC LIVE HELP!

Keep getting an "**Incomplete Ticket**" notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

Speed & Accessibility: Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

Reduced Repetition: ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There's no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themself with your situation by reviewing the conversation.

Easy Documentation: With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

Education & Training: The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

ITIC Live Help is available **Monday through Friday from 8am-5pm.**
If Live Help is not available, you may leave a message
and an **ITIC expert** will respond as soon as possible.

DIGGERS HOTLINE
OF
NEBRASKA

3O ONE CALL CONCEPTS
Celebrating 30 years of service.
When safety is on the line.

ITIC LIVE HELP

Live Help!

ONE CALL CONCEPTS
When safety is on the line.

Powered By: **Crafty Syntax**

ONE CALL CONCEPTS
When safety is on the line.

Live Help!

Welcome to ITIC Live Help! Please Enter your name below in order to begin.

Name John Doe
Question
Can you tell me how to set up multiple ITIC accounts for my company?

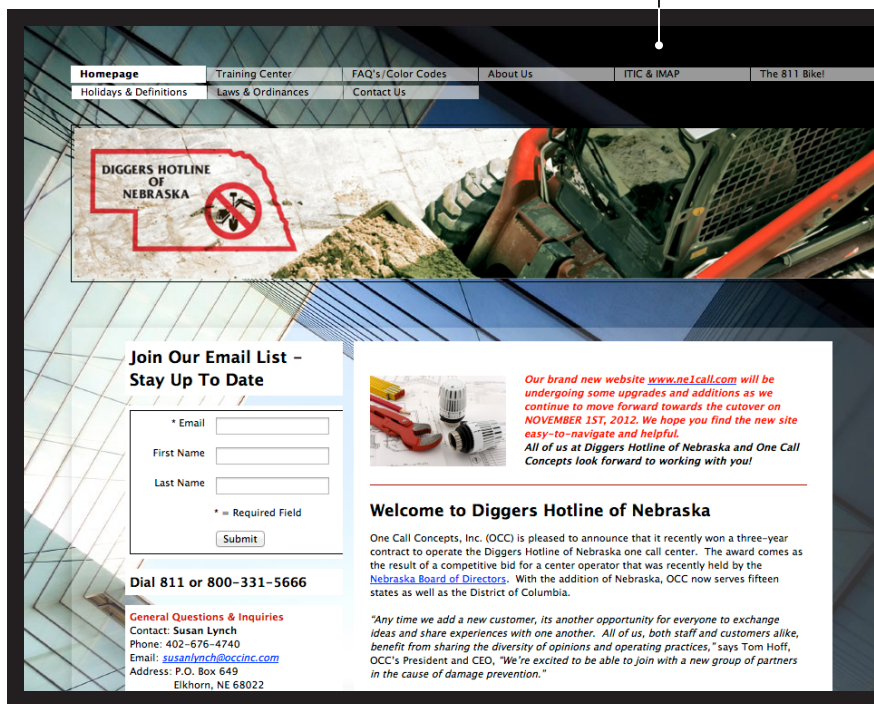SEND

You are Currently not Chatting...

READY

Click on the **"ITIC & IMAP"** tab found on the top of the Diggers Hotline of Nebraska Homepage (DHON) at **www.ne1call.com**.

On the next page, click the **'ITIC' button** and you will be re-directed to the **DHON ITIC LOGIN PAGE**.

Enter your email address and password then click **"Login."** If you have forgotten your password, click **"Forget your Password?"** and we will email it to you.
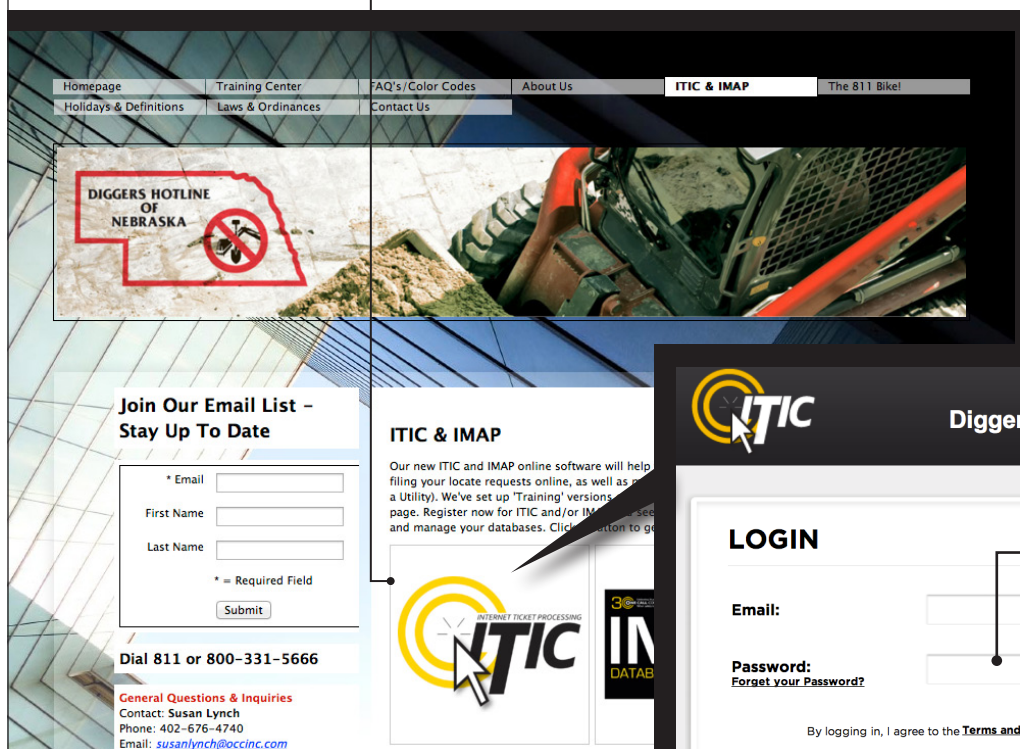
FYI By logging in, you agree to the Terms and Conditions. You can read the full text by clicking the "Terms and Conditions" link.

ITIC INTERNET TICKET PROCESSING

The **ITIC Main Menu** appears upon login.

GET SET

In this section you will learn to prepare **STANDARD** locate requests.
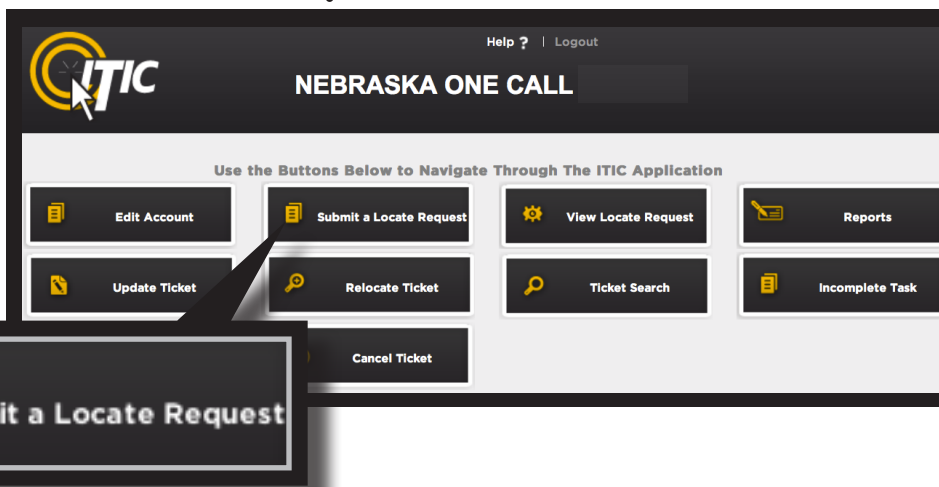
GO!

Click **"Submit a Locate Request"**

ITIC

NEBRASKA ONE CALL

Help ? | Logout

Use the Buttons Below to Navigate Through The ITIC Application

Edit Account	Submit a Locate Request	View Locate Request	Reports
Update Ticket	Relocate Ticket	Ticket Search	Incomplete Task
	Cancel Ticket		

Submit a Locate Request

NEED
HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
**Hours:
Mon - Fri 8a - 5p**

ITIC

Main Menu 🏠 | Help ? | Chat Live 💬

Diggers Hotline of Nebraska

ITIC USER INFORMATION

| Phone No: | 555-555-5555 | Ext: | |
| User Name: | JOHN DOE | | |

EXCAVATOR INFORMATION

Excavation Company:	JOHN'S BACKHOE SERVICE		
Address:	101	Street:	MAIN ST
City:	Elsewhere		
State:	NE	Zip:	55555
Email Address:	briancasey@occinc.com	Fax Number:	555-555-5555

CANCEL   NEXT STEP >

Untitled

Help on *Contact Fax Phone*

Fax number for the excavator if available. Utilities may respond using this fax number.

Index   Back   Forward   Close

Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles.**

FYI

The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %

ITIC
INTERNET TICKET PROCESSING

ITIC USER INFORMATION

Phone Number and Ext.
These fields will auto-fill with the information associated with your login.

Click the **'Main Menu' icon at the top of the page**, then click the "**Edit Account**" button to update your main phone number.

User Name
Enter **YOUR** first and last name as the ITIC user entering the information.

Main Menu 🏠

Main Menu 🏠 | Help ? | Chat Live 💬

ITIC

Diggers Hotline of Nebraska

ITIC USER INFORMATION

Phone No:	555-555-5555
User Name:	JOHN DOE

Ext:

EXCAVATOR INFORMATION

Excavation Company:	JOHN'S BACKHOE SERVICE
Address:	101
City:	Elsewhere
State:	NE
Email Address:	briancasey@occinc.com

Street:	MAIN ST
Zip:	55555
Fax Number:	555-555-5555

CANCEL   NEXT STEP >

EXCAVATOR INFORMATION

This section will auto-fill with your company information.
To update your company information, click the '**Main Menu**' icon at the top of the page, then click the "**Edit Account**" button to make changes.

FYI

IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

ITIC
INTERNET TICKET PROCESSING

STEP 1: Onsite Contact Information

Ticket Contact and Contact Phone
Enter the name and cell phone number of the person primarily responsible for conducting or managing the excavation process. **Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries.** [The utilities will contact this person if additional information about the site is needed.]

NOTE: See **PROFILES** section (page 09) to **auto-fill** your routinely used information

Step 1: **Onsite Contact Information**

Ticket Contact: [   ]   Contact Phone: [   ]

STEP 2: Excavation Information

Type of Work
Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples**: Install Sign, Install Secondary Electric, Repair Gas Service...

Step 2: **Excavation Information**

Type Of Work: [   ]

Work Done For: [   ]

Duration: [   ] [HOUR ▲▼]

Horizontal Boring: [▲▼]

Area Marked: [▲▼]

Type Of Work: install

- INSTALL ANCHOR
- INSTALL BASKETBALL GOAL
- INSTALL BRIDGE
- INSTALL CATV CONDUIT
- INSTALL CATV CONDUIT AND SETTING HANDHOLES
- INSTALL CATV CONDUIT AND VAULTS
- INSTALL CATV MAIN
- INSTALL CATV SERVICE
- INSTALL CORNER POST
- INSTALL CULVERT-CROSSROAD
- INSTALL CULVERT-DRIVEWAY
- INSTALL CURB
- INSTALL DECK
- INSTALL DRAINAGE SYSTEM

FYI

Use keyword searches! Type keywords (install, water, fence, etc.) to generate a list of options. Make a selection from the **dropdown list** whenever possible

ITIC
INTERNET TICKET PROCESSING

STEP 2: Excavation Information - Continued...

Work Done For
Enter the name of the person, company, or organization the work is being done for.

Step 2: **Excavation Information**

Type Of Work:

Work Done For:

Duration: [ ] HOUR

Horizontal Boring:

Area Marked:

Explosives:

Depth:

< GO BACK   CANCEL   NEXT STEP >

Horizontal Boring
Horizontal Boring is horizontal excavation parallel to the surface of the earth which does not use trenching or vertical digging as the primary means of excavation, including but not limited to directional boring, tunneling, or augering. Enter Y for yes, N for no.

Area Marked
If you have marked out the proposed area of excavation with white paint, stakes or flags, select Y for yes. Otherwise select N for no.

Explosives
If you are using explosives during excavation select Y for yes, otherwise, select N for no.

Depth
Choose the maximum depth you will be excavating from the drop down list.
If necessary, round up to the next available depth option.

Duration
Enter the amount of time anticipated to complete the excavation. Use the drop-down menu to select hour(s), day(s), week(s), or month(s).

FYI

IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.

Profiles are located at the top of the **second page** of the locate request form.

Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a **specific foreman/contact**, or **type of work** which may always include the same **customer**, **depth**, etc...

You can also create profiles for specific **counties** or **cities** that you work in, or even save **marking instructions** that are commonly used.

ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.

NEED
HELP?
Click on the 'Chat Live' icon at the top of any page to **chat with an ITIC operator** while you are processing your locate requests.
**Hours:
Mon - Fri 8a - 5p**

Edit & Delete
To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

Edit
Add or change any information as needed.
Remember - **All fields are optional**

Submit
Click **SUBMIT** to save changes/additions

Cancel
Click **CANCEL** to cancel the selected profile

STEP 3: Location Information

County
Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

City
Choose the city where the work is taking place. If work is taking place outside of city limits, choose the nearest available city from the drop-down list.

NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.

City Limits
Enter Y if ALL excavation will take place inside city limits. Enter N if ANY of the excavation is taking place **OUTSIDE** the city limits. Enter U for unsure if you are unsure of where the boundaries of the city are.

FYI
If **Y** or **U** is entered you can request up to 1 block along one road, per ticket. If **N** is entered you can request up to 6 miles of locates along one road, per ticket.

Step 3: Location Information

County: [ ]
City: [ ]
City Limits: [ ]

Address (**SINGLE** Address)
Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers **are not** addresses and should not be used. **If there is no physical address, leave this field blank.**

Step 3: Location Information

County: DAKOTA
City: SOUTH SIOUX CITY
Address #: 105

Address (**MULTIPLE** Addresses - 1)
If work is taking place on private property at more than one address, enter ALL address numbers (up to 5 per ticket) in the address field, separated by a comma, with NO SPACES (Example: 105,107,109).

Enter all addresses in the Address field, NOT the Location Description field.

Step 3: Location Information

County: DAKOTA
City: SOUTH SIOUX CITY
Address #: 105,107,109

Address (**MULTIPLE** Addresses - 2)
If work is taking place on the road and within 100ft either side of the road, between two addresses, enter the **first** and **last** address, separated by a hyphen (Ex: 105-109). **Enter all addresses in the Address field, NOT the Location Description field.**

Step 3: Location Information

County: DAKOTA
City: SOUTH SIOUX CITY
Address #: 105-109

NEED HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p

STEP 3: Location Information - Continued

Dig Street

Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.
(See next page for dig street variables unnamed road, creek, railroad tracks, etc.)

FYI Process a separate ticket for each block you are digging on if your work takes place on more than one block.

Step 3: Location Information

Field	Value
County:	
City:	
Address #:	
Nearest Intersecting Street:	
Location Description:	
Coord Type:	
Lat/North:	
Township: (Ex: **44N**)	
City Limits:	
Dig Street:	
Lon/East:	
Range: (Ex: **15W**)	
Sec-Qtr: (Ex: **27-NE,26-NW**)	

Nearest Intersecting Street

Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. Be sure to enter a **street name** in this field.

ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'br') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

Nearest Intersecting Street:	CL
	N CLEVELAND ST
	N CLAY ST
Location Description:	N CLARK ST
	N CLEBURN ST
Coord Type:	

INTERNET TICKET PROCESSING
ITIC

ADDRESS / LOCATION DESCRIPTION TIPS

Unnamed Street

Enter the appropriate description in the Dig Street field if the street does not have a "proper" name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Location Description field.**

> **For Instance:**
> In the Location Description, enter **"From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd."**

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the **Location Description**.

> **For Instance:**
> In the Location Description, enter **Main St / Us Hwy 14** - This information should be entered as **'Main St aka Us Hwy 14'**

Step 3: → **Location Information**

County:

City:

Address #:

Nearest Intersecting Street:

Location Description:

Coord Type:

Lat/North:

Abbreviations

When entering the information in the street fields you must abbreviate the street modifiers and directional information. For example: enter N Main St instead of North Main Street. **The following are the ONLY accepted abbreviations for street name modifiers.**

Avenue – AVE	**Boulevard – BLVD**
Business – BUS	**Expressway – EXPY**
Circle – CIR	**Court – CT**
Drive – DR	**Traffic way – TFWY**
Highway – HWY	**Interstate – I** (I 70)
Lane – LN	**Terrace – TER**
Parkway – PKWY	**Place – PL**
Road – RD	**Street – ST**

STEP 3: Location Information - Continued

Location Description

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in the **Location Description** field.

  → **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.

  → **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**

Step 3: Location Information

County:	⬍
City:	⬍
Address #:	
Nearest Intersecting Street:	
Location Description:	
Coord Type:	⬍

IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example -** "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

Step 3: Location Information

County:	BOONE		
City:	ALBION	City Limits:	Y
Address #:	845	Dig Street:	W WALNUT ST

SINGLE ADDRESS

The total area of a single-address locate request is limited to one or more of the following:

- → **The property.**
- → **The dig street in front of the property.**
- → **Up to 100ft off the opposite side of the dig street in front of the property.**
- → **Any easement associated with the property including alleys.**

Common Examples:

- ⤙ "MARK FRONT OF PROPERTY"
- ⤙ "MARK LEFT SIDE FACING FRONT OF PROPERTY"
- ⤙ "MARK FRONT OF PROPERTY, STREET, AND 10FT BEHIND CURB ON BOTH SIDES"

REMEMBER: Use **separate tickets** when:
- The request includes any street(s) other than the dig street.
- The request includes any portion of the dig street other than what fronts the property.

ITIC
INTERNET TICKET PROCESSING

STEP 3: Location Information - Continued

MULTIPLE ADDRESSES
(Work taking place on private property at more than one address)

City:	SOUTH SIOUX CITY ▼	City Limits:	▼
Address #:	105,107,109	Dig Street:	9TH ST
Nearest Intersecting Street:	DAKOTA AVE		
Location Description:	MARK FRONT OF PROPERTIES FROM THE CURB BACK 15FT		
Coord Type:	▲		

A **multiple-address locate request** is limited to one or more of the following:

- → **The properties.**
- → **The dig street in front of the properties.**
- → **Up to 100ft off the opposite side of the dig street in front of the properties.**
- → **Any easement associated with the property including alleys.**

*Use separate tickets when:

- → **The request includes any street(s) other than the dig street.**
- → **The request includes any portion of the dig street other than what fronts the properties.**
- → **The request includes any properties other than the addresses listed.**
- → **The request includes more than 5 addresses, or there are more addresses than will fit in the field.**
- → **The request includes separate hundred blocks (100, 200, 400).**
- → **The request includes different marking instructions for the properties.**

Common Examples:

- ⊶ "MARK FRONT AND BOTH SIDES OF PROPERTIES"
- ⊶ "MARK REAR OF PROPERTIES INCLUDING ALLEY"
- ⊶ "MARK FRONT OF PROPERTIES FROM THE CURB BACK 15FT"

NEED HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
**Hours:
Mon - Fri 8a - 5p**

FYI

**REMEMBER:
Enter ALL addresses in the ADDRESS FIELD,
NOT the Location Description.**

ITIC
INTERNET TICKET PROCESSING

STEP 3: Location Information - Continued

INTERSECTION

Work taking place at - or within 100 feet of an intersection.

City:	SOUTH SIOUX CITY ⬍	City Limits:	⬍
Address #:		Dig Street:	9TH ST
Nearest Intersecting Street:	DAKOTA AVE		
Location Description:	MARK 25FT RADIUS OF NW CORNER OF ABOVE INTERSECTION.		

Use an **Intersection locate request** when:

→ **All work to be performed is within a 100ft radius of the intersection; and,**

→ **The location of work is evident so driving directions are not required; and,**

→ **The words "radius of the intersection", "entire intersection" or "the corner(s) of the intersection" are used to describe the work area.**

Common Examples:

• "MARK A 100FT RADIUS OF THE INTERSECTION"
• "MARK A 25 FT RADIUS OF NW CORNER OF ABOVE INTERSECTION"
• "MARK A 10FT BY 10FT AREA IN THE NW CORNER OF 1ST ST AND OAK AVE"
• "MARK A 15FT RADIUS OF STAKE ON NE CORNER OF MAIN ST AND OAK ST"

FYI

REMEMBER: If work is taking place at an intersection, no more than a **100ft radius** of the intersection can be requested on one ticket. Prepare multiple tickets to cover each road involved if digging will take place throughout an area more than 200ft in diameter. Be sure to include how far from the intersection, what side of the road and how far off each road is needed. **Locates may only be requested along one road per ticket.**

ADDRESS RANGE

(Different addresses are used as starting and stopping point)

A locate request for a continuous dig, using one address as a starting point, and/or another as an ending point.

→ **Must be limited to the street and/or up to 100ft back from the curb.**

→ **Marking instructions can not exceed 1 block if inside city limits or 'unknown,' and 6 miles if outside city limits.**

Common Examples:

• "MARK 30FT N FROM CURB OF 1ST ST, STARTING AT 210 MAIN ST AND GOING W 600FT"
• "MARK 15FT OUT FROM EDGE OF PAVEMENT ON THE N SIDE OF MAIN ST, STARTING AT 210 MAIN ST AND GOING W TO 320 MAIN ST"

STEP 3: Location Information - Continued

EXCAVATION ALONG ROAD STARTING AT INTERSECTION

A locate request for an excavation along road using an intersection as a starting point.

→ **Must be take place in the street and/or up to 100ft back from the curb.**
→ **Marking instructions can not exceed 1 block if inside city limits or 'unknown,' and 6 miles if outside city limits.**

Common Examples:

- "MARK 10FT N FROM CENTER LINE OF 1ST ST, FROM MAIN ST TO MONROE"
- "MARK 50FT E FROM E EDGE OF COUNTY ROAD 200, STARTING AT COUNTY ROAD 101 AND GOING N FOR 1 MILE"
- "FROM MAIN ST MARK N 200FT AND S 200FT ON THE E SIDE OF 1ST ST WITHIN 10FT"

EXCAVATION ALONG ROAD STARTING AT A POINT DISTANT FROM THE INTERSECTION

A locate request for an excavation along road using a specific distance from an intersection as a starting point

→ **Must be take place in the street and/or up to 100ft back from the curb.**
→ **Marking instructions can not exceed 1 block if inside city limits or 'unknown,' and 6 miles if outside city limits.**

Common Examples:

- "FROM MAIN ST GO N 1000FT, AND THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST"
- "MARK 10FT OUT ON BOTH SIDES OF 1ST ST, STARTING 1000FT N OF MAIN ST AND GOING N FOR 1000FT"

SINGLE SITE WITHOUT AN ADDRESS AT A POINT DISTANT FROM THE INTERSECTION

A locate request for a single site with no address.

→ **Driving directions to the site.**
→ **Marking instructions for the site.**

Common Examples:

- "FROM HWY A GO N 1.3 MILES TO THE POLE ON THE E SIDE OF HWY H. MARK A 10FT RADIUS OF THE POLE MARKED WITH A WHITE FLAG"
- "FROM MAIN ST GO N ON HWY 5 1500FT TO THE CULVERT. MARK 30FT OUT FROM THE EDGE OF PAVEMENT ON BOTH SIDES OF HWY 5 WHILE MARKING 20 FT N AND S OF THE CROSS ROAD CULVERT"

REMINDER: Driving directions must include approximate distance and direction (N, S, E, W, NE, SW, etc.).

STEP 3: Location Information - Continued

Use ONLY the following approved abbreviations when formatting the location of work or driving directions. Tickets formatting with abbreviations other than those shown will be returned to the user for correction.

Feet – FT	Inches – IN	Miles – MI	Yards – YDS
East – E	North – N	South – S	West – W
Northeast – NE	Northwest – NW	Southeast – SE	Southwest – SW

Coord Type, Lat/North, Lon/East, Zone
These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. **This information is not required.**

*All **necessary information is required** if Lat/Lon coordinates are entered.

Coord Type:

Lat/North: Lon/East:

Township: (Ex: **44N**)   Range: (Ex: **15W**)   Sec-Qtr: (Ex: **27-NE,26-NW**)

✓
NAD27 DEC : LAT/LON DECIMAL
NAD27 DM : GPS DD MM.MMMMM
NAD27 DMS : LAT/LON DMS
NAD27 SPCS: STATE PLANE: FEET
NAD27 UTM : METERS
NAD83 DEC : LAT/LON DECIMAL
NAD83 DM : GPS DD MM.MMMMM
NAD83 DMS : LAT/LON DMS
NAD83 SPCS: STATE PLANE: FEET
NAD83 UTM : METERS

Select the correct **coordinate type** from the drop-down menu. (If you do not know which format your coordinates are in, enter the coordinates back in the **Location Description** field.)

Enter the **Lat/Lon coordinates** in the **Lat/North** and **Lon/East** fields for each format type as follows:

• **Decimal (DD.DDDDD):**
Lat/North: 40.56000 Lon/East: -92.709722

• **Degrees, minutes and decimal minutes (DD MM.MMMM):**
Lat/North: 38 34.885833   Lon/East: -92 12.474000

• **Degrees, minutes and seconds (DD MM SS.SS):**
Lat/North: 40 33 36 Lon/East: -92 42 35

• **State Plane Coordinate-Feet (SPCS):**
Lat/North: 1721245.57 Lon/East: 441728.68

• **State Plane Coordinate-Meters (SPCS):**
Lat/North: 524647.84 Lon/East: 482239.34

• **UTM should be entered as follows:**
Lat/North: 4489955.24 Lon/East: 524574.44

STEP 3: Location Information - Continued

Township, Range and Section (TRSQ)

These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required.

Do not enter zero before any Township, Range or Section-Quarter number. If on any locate the excavation site travels into a different township or range, please put the first set of TRSQ information in the TRSQ fields, then put the second set of TRSQ information in the Location of work field. (Be sure to clearly separate any additional information from the marking instructions)

For example:

T: 27S	**R:** 2E	**S-Q:** 3-NE-NW
T: 26S	**R:** 1W	**S-Q:** 2-NE-NW, 11-SE-SW
T: 7S	**R:** 38W	**S-Q:** 1
T: 34S	**R:** 20E	**S-Q:** 4, 5, 6

| Lat/North: | | Lon/East: | |
| Township: (Ex: **44N**) | Range: (Ex: **15W**) | Sec-Qtr: (Ex: **27-NE,26-NW**) | |

STEP 4: START DATE INFORMATION

Ticket Type

The ticket type will default to **STANDARD**, which is a normal 2 business-day notice ticket. (shown)

• If you would like utilities to respond prior to the normal 48-hour notice choose the **NON-COMPLIANT** Ticket Type (not shown), then adjust the date & time accordingly in the Work To Begin Date field.

Step 4: **Start Date Information**

Ticket Type: NORMAL

Work To Begin Date: October 3, 2012

At: 02 : 15 PM

	October 2012							November 2012					
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	28	29	30	31	1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8

< GO BACK   **CANCEL**   **NEXT STEP >**

Work to Begin Date

These fields will default to the two working day notice (a minimum of 48 hours not including weekends or holidays) required by state law. **These fields may be modified but will not allow a start time/date more than 10 calendar days in advance of the request.**

Once you are satisfied that the polygon encompasses the entire excavation area and you have selected a start date/time, click "**Next Step**".

Please note: If you are requesting markings prior to the normal 48-hour notice, **DHON** cannot guarantee how or if the utilities respond.

Tickets sent to review after 6pm CT Monday - Friday and all tickets received on weekends and holidays will be processed as though it was received on the following business day.

STEP 5: Submitting Your Locate Request

Once you are satisfied with the information on the locate request and you have selected a start date/time, click **"Next Step"**.

At this point, you will be presented with either the ITIC Text Map or a **Submission Confirmation** screen, depending on whether the site location was found during an automatic search.
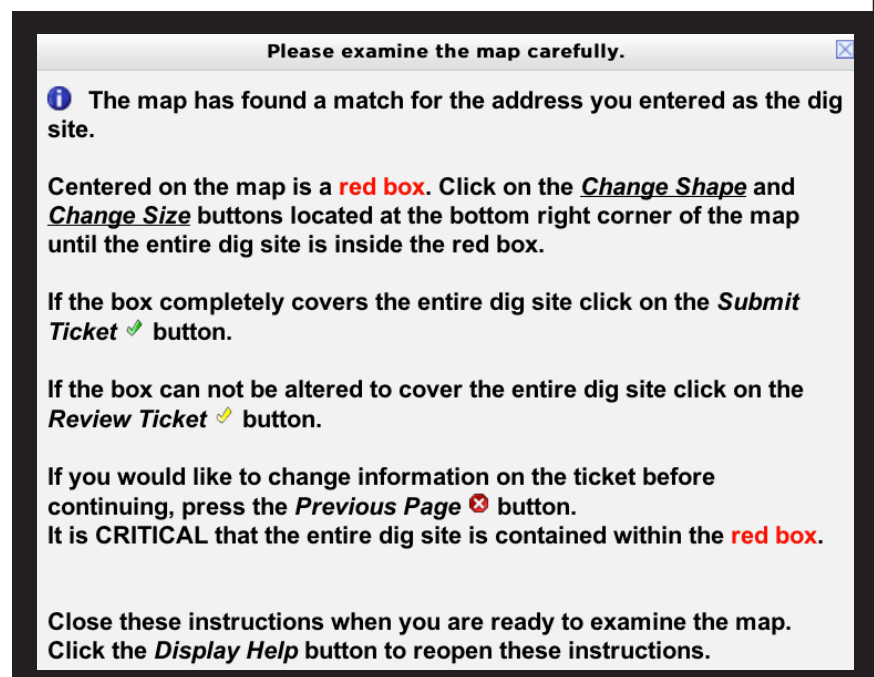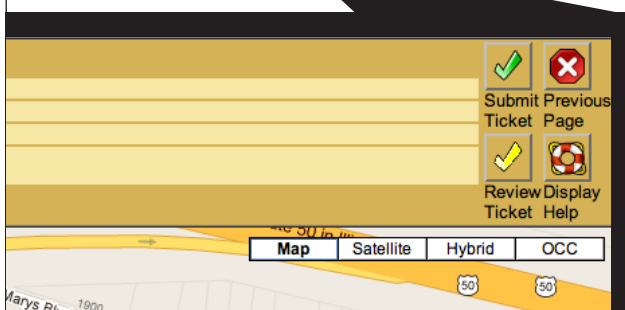
If the ITIC text map is unable to find the exact match for the address, street, and city, the ticket will automatically be sent to the call center to be mapped by an operator based on the information provided on the ticket.

Main Menu 🏠 | **Help** ? | **Chat Live** 👤

Diggers Hotline of Nebraska

Do NOT hit the "Back" button!

A copy of your completed ticket, or a request for additional information, will be sent to your email address.

It is your responsibility to verify that all information on the completed ticket is accurate, including the map link, to ensure your entire area of excavation has been covered. If you find a mistake please use Update Ticket to make corrections or contact the center at 800-331-5666.

Make sure all utilities have responded before beginning excavation. *Privately owned lines will not be located.*

New Ticket | Finished

Remember:
if you click 'cancel,' you will loose all information previously entered for the locate request you are currently working on.
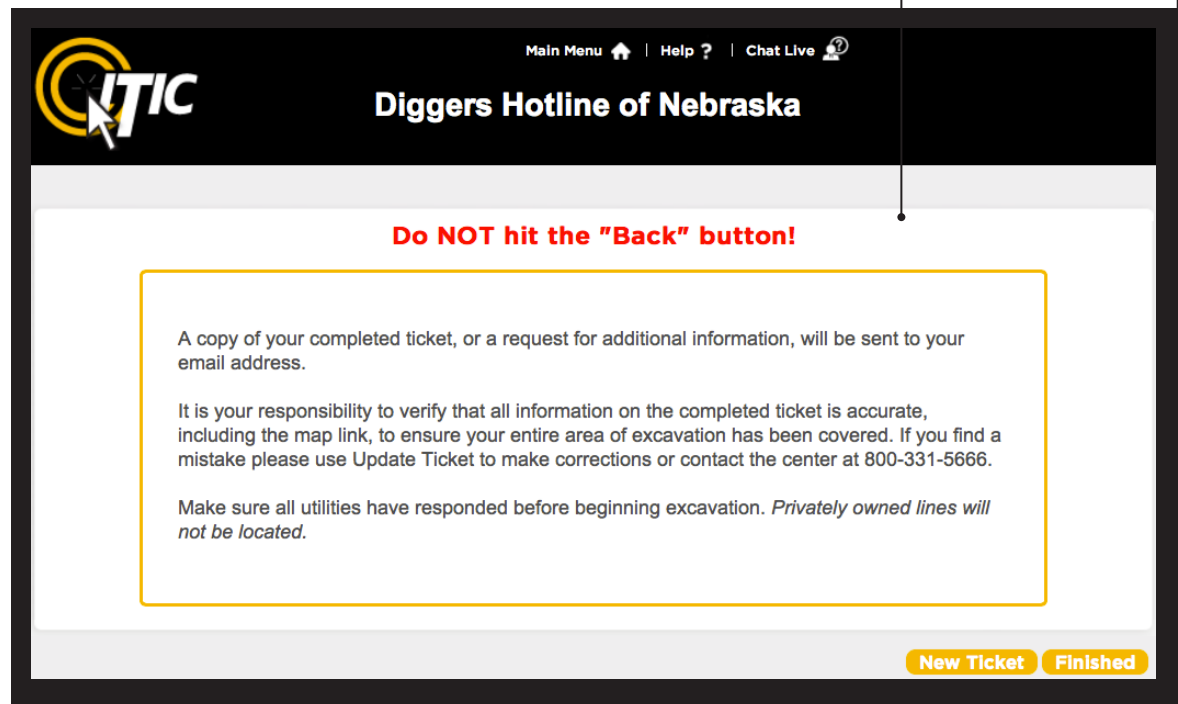
ITIC Text Map

If the system finds the site location, the following box (Right) will appear over the mapping application. Read the directions entirely before continuing. Once the box is closed, it can be viewed again by clicking Display Help in the top right corner of the map.

Submit Ticket | Previous Page

Review Ticket | Display Help

Map | Satellite | Hybrid | OCC

Please examine the map carefully. ✕

ⓘ The map has found a match for the address you entered as the dig site.

Centered on the map is a **red box**. Click on the *Change Shape* and *Change Size* buttons located at the bottom right corner of the map until the entire dig site is inside the red box.

If the box completely covers the entire dig site click on the *Submit Ticket* ✓ button.

If the box can not be altered to cover the entire dig site click on the *Review Ticket* ✓ button.

If you would like to change information on the ticket before continuing, press the *Previous Page* ✕ button.
It is CRITICAL that the entire dig site is contained within the **red box**.

Close these instructions when you are ready to examine the map.
Click the *Display Help* button to reopen these instructions.

STEP 5: Submitting Your Locate Request - Continued

Remember it is very important that the entire excavation area be included within the **red box.**

ONE CALL CONCEPTS   HALL County, NE

City/Place	GRAND ISLAND
Street Address	900 E PHOENIX AVE
Intersection	SUN VALLEY DR
Marking Instructions	MARK ENTIRE LOT.

Submit Ticket   Previous Page

Review Ticket   Display Help

| Map | Satellite | Hybrid | OCC |

E Bismark Rd

E Oklahoma Ave   E Oklahoma Ave

E Phoenix Ave   E Phoenix Ave

E Delaware Ave   E Delaware Ave

E Sunset Ave

Map data ©2012 Google - Terms of Use

Change Shape Change Size

Click the **Review Ticket** button if the box cannot be altered to contain the entire dig site.

If the red box is in the correct location and you are able to cover the entire dig area, click the **Submit Ticket** button and you will be presented with the **Utility Notification screen**. [Next Page]

Submit Ticket   Previous Page

Review Ticket   Display Help
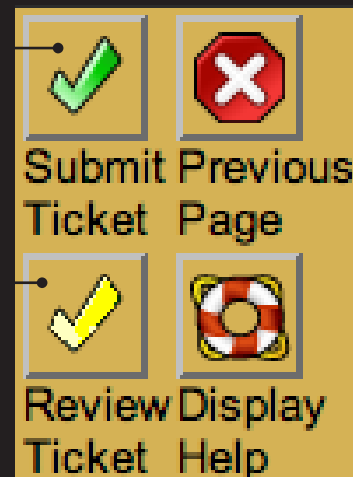
Utility Notification List

At this point, clicking "Next Step" will submit your request directly to the utilities shown on the Utility Notification List. If you choose "Cancel", the ticket will NOT be submitted and you will be returned to the ITIC Main Menu.

Clicking "Go Back" will return you to the location information page of the request.

Main Menu 🏠 | Help ? | Chat Live 💬

Diggers Hotline of Nebraska

UTILITY NOTIFICATION LIST

District	Company	Phone Number
TEST04	-- DO NOT ANNOUNCE --	
BHEN2	BLACK HILLS UTILITY HOLDINGS,	
C_EMAIL		
LES	LINCOLN ELECTRIC SYSTEM	
ALTNLIN	WINDSTREAM COMMUNICATIONS	
BHEN	BLACK HILLS UTILITY HOLDINGS,	
CITYLIN	LINCOLN (City of)	
LCVLINC	TIME WARNER CABLE	
NTMSNE		

# of Districts: 9

< GO BACK   CANCEL   NEXT STEP >

ATTENTION:

The call center will send you a confirmation copy of your completed locate request. Please note that it is your responsibility to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on the confirmation email. Click this link and view the map to ensure the entire excavation area is included within the polygon drawn. If you find any errors, use Update Ticket on Main Menu or call **800-331-5666** to correct the ticket. Tickets submitted to review after 6pm will be reviewed the next business day.

"If a ticket you have submitted for review lacks required information or contains errors, we will send you an email. The email will contain additional instructions on how to correct your ticket." **See the Incomplete Task Section (pg 24)**

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.

The list of utilities notified is based on the location where the excavation polygon is drawn. If there are any utilities in the area that are not listed on the ticket, you MUST notify them directly.

FYI

IMPORTANT! Do not click the 'BACK' or 'FORWARD' buttons at the top of your internet browser (Internet Explorer, Firefox, Safari, etc...). All of your information already entered will be DELETED. Please use these buttons at the bottom of the form.

ITIC
INTERNET TICKET PROCESSING

INCOMPLETE TASK

An '**Incomplete Task**' is used to resubmit incomplete (returned) tickets online without retyping the information. The call center provides an explanation of the issue involved and assigns an Incomplete Task ID Number when returning a ticket.

INCOMPLETE TASK

Identifier Number: _____

This function is used to correct an ITIC that was returned.

Continue   Cancel

Click the "Incomplete Task" button at the **ITIC main menu screen (pg 05),** and enter the Incomplete Task Identifier Number. Click **"Continue"** to open the ticket.

Review the comments from the center before making any changes to the ticket. Verify all of the information on the ticket. Do NOT change information that does not need to be changed. **Remove all void notes from the Location Description field.**

Re-map the area of excavation after completing the requested changes. **Please take extra care with this step if your ticket was returned due to a mapping problem.**

Click **"Next Step"** once you are satisfied mapping is correct. The **"Utility Notification List"** will appear (pg 23). Click **"Next Step"** again to submit your ticket for review. **NOTE: The "Incomplete Task" process will be repeated until the ticket is submitted free of identifiable errors.**

Incomplete Task - Sample

Incomplete Task Correction Description

CORRECTION REQUIRED: VOIDED: ==DO NOT SHOW THIS AREA IN COLE COUNTY. PLEASE VERIFY COUNTY==

Remove all call center void notes from Location Description field.

Step 3:   **Location Information**

County:	COLE		
City:	JEFFERSON CITY	City Limits:	Y
Address:	211	Dig Street:	DIX ROAD
Nearest Intersecting Street:	W MAIN ST	Another Intersecting Street:	
Location Description:	MARK ENTIRE PROPERTY.		
Coord Type:		Zone:	
Lat/North:		Lon/East:	
Other:			

RELOCATE TICKET

Use **Relocate Ticket** to renew markings on an existing ticket when no changes are needed.
Click "**Relocate Ticket**" at the **ITIC main menu screen** (pg 05)

Enter the ticket number that you wish to relocate in the "**Ticket Number**" field. Click "**yes**" to open the ticket
for a relocate. Click "**no**" to return to the **Main Menu**. NOTE: Only relocate your ticket if the markings are
no longer visible.

If another employee processed the original ticket, change the user name to **your name** and update the contact
information if needed.

FYI

Double check the "caller name" and make sure it is yours. It's important to be able
to contact you directly if someone has questions about your locate.
If we need to contact you about the ticket, we need to be able to ask for the right
person.

The work to begin date and time will default to two workings days notice. You can edit this time to any date
that falls between two and ten working days from the current date.

Click "**Next Step**" to see the **Utility Notification List** (pg 23). Click "**Next Step**" again to send the ticket to the
utilities listed on the **Utility Notification List**. A copy of the ticket will also be sent to the email address you
have listed on the ticket.

NEED
HELP?

Click on the 'Chat
Live' icon at the
top of any page to
chat with an ITIC
specialist while you
are processing
your locate
requests.
Hours:
Mon - Fri 8a - 5p

UPDATE TICKET

Use **'Update Ticket'** to make changes to an existing ticket.

Click the "**Update Ticket**" button at the **ITIC Main Menu** screen (pg 05).

Enter the ticket number to update in the "**Ticket Number**" field.
→ **NOTE: updating a ticket will cancel the original request if the start date/time has not passed.**

Verify all information on the ticket. Once you have completed the changes, re-map the entire area of excavation.

Click "**Next Step**" to advance to the **Utility Notification Screen** (pg 23).

Once the ticket is completely processed, we will email a copy of the ticket to the address listed on the request.

CANCEL TICKET

Use **'Cancel Ticket'** to cancel an existing ticket before the start date and time on the ticket has passed.

Select "**Cancel Ticket**" at the **ITIC main menu screen**, and enter the ticket number.

Verify the information on the ticket to be sure it is the ticket you wish to cancel. You must view all pages of the ticket through to the **Utility Notification Screen** (pg 23).

Click "**Next Step**" on the **Utility Notification Screen** (pg 23) to complete the cancellation request.

NOTE: Cancellation cannot be undone. Once a ticket has been canceled, complete a brand new ticket with a full 2 working day notice to re-start the marking process.

VIEW A LOCATE REQUEST

Log into ITIC and click "**View a Locate Request**" on the **Main Menu** (pg 05). Enter the ticket number for the ticket you wish to view in the "**Ticket Number**" field and click the "**Search**" button.

VIEW-A-TICKET

Enter a ticket number and click 'Search'.

Ticket Number:

Search   Cancel

Clicking on "**Cancel**" will take you back to the **ITIC Main Menu.** (pg 05)

ITIC
INTERNET TICKET PROCESSING

TICKET SEARCH

To search for an existing ticket **without** a ticket number, simply click on the "**Ticket Search**" button found on the **Main Menu** (pg 05).

If you wish to search for your tickets, enter your name or Caller ID number (or both). Entering fewer search fields will return more results. Enter the county that is on the ticket and set the "**Start Date/End Date**" to the time frame in which you processed the ticket.

Then Click "**Search**".

ITIC will display a list of tickets meeting the criteria you entered. Click on the ticket number to open the ticket for viewing or printing. You can broaden your search to ALL tickets by not choosing a county, or you can narrow your search by entering a street or house number. **(For Instance: enter "101" in the address field or "Main" in the Street field.)**

Pan Map – Allows you to 'grab' the map with the curser and move it.

Draw Polygon – Allows you to map out an area, which can then be evaluated using the **Search** button. This will show you a list of tickets that fall within the area mapped.

Clear Polygon – Clears your currently drawn polygon.   **Map Help Popup** – Will display a list of helpful notes.

Member Utility companies have an extended access to the reporting feature, based on District Code. If you are interested in gaining access to reports, please email **neitic@occinc.com** and include your ITIC login and your District Code(s).

ITIC
INTERNET TICKET PROCESSING

DIGGERS HOTLINE OF NEBRASKA

APPROVED
ABBREVIATION **LIST**

The following is a list of **approved abbreviations**. These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Also known as **– AKA**

Approximately **– APPX or APPROX**

Between **– BTWN**

Building **– BLDG**

Cable Television **– CATV**

Construction **– CONSTR**

Electric **– ELEC**

Excavate/Excavator **– EXCAV**

Foot **– FT**

Highway **– HWY**

Inches **– IN**

Information **- INFO**

Intersection **- INTER**

Mile **- MI**

Pedestal **- PED**

Property **- PROP**

Railroad **- RR**

Right of Way **– R/W**

Subdivision **- SUBDIV**

Telephone **- TEL**

Underground **- UG**

NEED
HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p

Avenue **– AVE**

Circle **– CIR**

Highway **– HWY**

Parkway **– PKWY**

Boulevard **– BLVD**

Court **– CT**

Interstate **– I (I 70)**

Place **– PL**

Business **– BUS**

Drive **– DR**

Lane **– LN**

Road **– RD**

Expressway **– EXPY**

Traffic way **– TFWY**

Terrace **– TER**

Street **– ST**

ITIC
INTERNET TICKET PROCESSING

DIGGERS HOTLINE
OF
NEBRASKA

DISTANCES
and MEASUREMENTS

1/10	OF A MILE	=	0.10	MILE	=	528	FEET
2/10	OF A MILE	=	0.20	MILE	=	1056	FEET
3/10	OF A MILE	=	0.30	MILE	=	1584	FEET
4/10	OF A MILE	=	0.40	MILE	=	2112	FEET
5/10	OF A MILE	=	0.50	MILE	=	2640	FEET
6/10	OF A MILE	=	0.60	MILE	=	3168	FEET
7/10	OF A MILE	=	0.70	MILE	=	3696	FEET
8/10	OF A MILE	=	0.80	MILE	=	4224	FEET
9/10	OF A MILE	=	0.90	MILE	=	4752	FEET

1/16	OF A MILE	=	110	YARDS=		330	FEET
1/8	OF A MILE	=	220	YARDS=		660	FEET
1/4	OF A MILE	=	0.25	MILE	=	1320	FEET
1/3	OF A MILE	=	0.33	MILE	=	1760	FEET
3/8	OF A MILE	=	660	YARDS=		1980	FEET
1/2	OF A MILE	=	0.5	MILE	=	2640	FEET
2/3	OF A MILE	=	0.66	MILE	=	3520	FEET
3/4	OF A MILE	=	0.75	MILE	=	3960	FEET

1	MILE	=	1760	YARDS=	5280	FEET

NEED
HELP?
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.
Hours:
Mon - Fri 8a - 5p